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JUN 27 2008

FCC Mail Room

Illinois Telecommunications Access Corporation

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June 26, 2008

Ms. Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street, SW, Rm. TW-B204
Washington, DC 20554

Via DHL Overnight Delivery

RE: CG Docket 03-0123

Dear Ms. Dortch:

As directed in the above-mentioned Docket, enclosed please find four copies of the following:

- The State of Illinois' Sprint TRS and CapTel Annual Complaint Logs, which includes the number of complaints received for the period June 1, 2007 through May 31, 2008, that allege a violation of the federal TRS mandatory minimum standards, the date of the complaint, the nature of the complaint, the date of its resolution and an explanation of the resolution.

A CD (formatted in IBM compatible format) of the Annual Complaint Log is also enclosed.

In addition, staff of the Illinois Commerce Commission, regulatory agency of the State of Illinois for the ITAC TRS Program, reported two complaints that were elevated to that Agency during the same reporting period. They are identified as complaint numbers 21 and 73 on the enclosed log.

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Please contact me if you require any additional information.

Sincerely,

A handwritten signature in cursive script, reading "Patty Kress".

Patty Kress,
Assistant Director

cc: Emma Danielson, Illinois Account Manager, Sprint Relay (without disk)
Christy Pound, Illinois Commerce Commission, ITAC/ITAP Liaison (via electronic e-mail w/out disk)
Arlene Alexander, Federal Communications Commission (via electronic e-mail w/out disk)

Enclosures: Attachment #1: Four Copies of Annual Illinois TRS Complaint Log which includes CapTel Complaints for same reporting period.
1 – CD of Annual TRS Complaint Log for Illinois

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Complaint Tracking for IL (06/01/2007-05/31/2008). Total Customer Contacts: 89

Tally	<u>Date of Complaint</u>	<u>Nature of Complaint</u>	<u>Date of Resolution</u>	<u>Explanation of Resolution</u>
1	5/29/2008	Agent typed answering machine when customer notes specified to not type recordings.	5/29/2008	Supervisor met with this agent about following customer instructions and the data base. Agent realized what she had done wrong and apologized for causing the inconvenience.
2	5/28/2008	Customer wants agent to slow down and give him time to type the number.	5/28/2008	Supervisor coached the agent at that time to slow down and give the TTY user a little more time. Agent apologized to customer before continuing to process call. Customer was happy with the apology
3	5/28/2008	Customer requested a follow up on the garbling issues and why she isn't able to read relay text after relay has disabled the turbo-code and slowed typing down. Complaint came in on 5/27/08. No actual date given for problem, said it happens all the time. Requests that a tech call her to see what can be done.	5/28/2008	Customer Service attempted to contact customer but received a fast busy. If customer should call back, she should be transferred to Customer Service for immediate assistance.
4	5/21/2008	Dialing/Setup - Call Waiting	5/21/2008	Advised customer of proper programming of Call Waiting block for successful outbound captioned calling.
5	5/19/2008	Illinois TTY customer is unable to receive incoming calls through the relay service. Customer states her hearing friends call her and relay operator informs them there is a high pitched screeching tone that answers and they are unable to connect with the TTY customer. Relay Customer Service apologized for the problem and entered a trouble ticket. Follow up is requested.	5/19/2008	Called the customer on 5/27 at 5:10 PM, 5/30 at 9:30 AM and 5/30 at 10:30 AM and no answer. Case is closed.
6	5/15/2008	Agent kept asking for number calling to, when customer typed it twice. When asked for supervisor, agent disconnected. Complaint came in at 1909 hr on 5/14/08. Forwarded to correct center. No follow-up requested.	5/15/2008	Agent knows not to disconnect customers. Customer did not request follow up.
7	5/12/2008	Customer asked operator for a number in the frequently dialed list and operator hung on caller. Customer was not sure of agent's number.	5/12/2008	Team Leader went over this complaint with this agent. He did not remember the call. The Team Leader coached the agent on the proper way to bring up the frequently dialed list and about following customer instructions. Agent apologized for inconvenience.
8	5/12/2008	Outbound voice (with inbound permission) asked for supervisor. Outbound said agent typed "GA" to the TTY user before she was done. Agent said there was more than 3 seconds of silence, leading her to type the "GA".	5/12/2008	Team Leader suggested waiting just a few seconds more if the voice person always says the "GA". Agent did nothing wrong, but customer was unhappy with agent. Agent apologized for inconvenience
9	5/10/2008	When agent doesn't understand me, she questions "Why didn't you say that?" or "why did you say that?"	5/10/2008	Agent understands that she should follow customer's requests Customer did not request call back.

10	5/9/2008	The customer thinks that Sprint is in a conspiracy against her because the name was changed from IRC to Illinois Relay Center without asking her permission. She thinks we also changed her service from AT&T to Sprint and wants to go back to AT& T. Supervisor could not make her understand that nothing had changed but the name, she kept saying "Illinois Relay Center" was playing with her and she wants "IRC" back. She wants an account manager to call her. Forwarded to account manager for follow -up Complaint taken at 10:00 am on 5/6/08	5/9/2008	Called the customer and left 3 messages with my phone number for customer to call back. Customer did not return the calls. Case is closed.
11	4/8/2008	Customer had issues with TTY printing conversation. Was NOT mad at relay. Just had some technical questions. Due to technical issues, relay was unable to transfer to customer service at the time. The customer wants a follow-up by mail on how to correct the problems with her TTY printer. Complaint came in on 4/7/08 at 1648 hrs	4/8/2008	Forwarded to customer service. Customer Service contacted customer and provided TTY contact information.
12	4/7/2008	Reached an answering machine, asked to redial to leave a message and was hung up on, received no response from the operator. Apologized to the customer and informed her the customer contact would be forwarded to the agent's center.	4/7/2008	Agent did not remember this call, but understands that we do not disconnect calls.
13	3/30/2008	VCO customer said the agent dialed the wrong number and did not follow her instructions to not type the answering machine message. Apologized to the customer and told him I would follow up with the agent. No follow up requested.	3/30/2008	Coached agent on being careful to get numbers carefully and to read and follow customer instructions to the "T".
14	3/15/2008	On 3/14/08 at 10:38 PM, customer thinks he got cut off while talking to his friend. Does not know if relay hung up or was a problem with our "machine". Would like someone to check into it and get back with him whether it was the agent or the equipment. Call disconnected in the middle. Complaint forwarded to correct center. Customer would like follow-up at his email address.	3/15/2008	Team Leader spoke with agent and she does not remember this call but said she would never unequivocally, categorically hang up on anybody. Follow-up sent to customer per request to customer email.
15	2/19/2008	Typed sorry for the inconvenience 2 times, did not follow notes to not type recording or answering machine.	2/19/2008	Agent made error with customer notes. Understands importance of following customer instructions.
16	2/17/2008	VCO customer said she gave clear instructions to the agent to only let the number ring 5 times and the agent continued to let the number ring longer. I apologized and told her we would follow up with the agent. No follow up requested.	2/17/2008	I spoke to this agent regarding this call and she said she did let the phone ring 5 times as per requested by the customer and that the customer had hung up immediately after that.
17	2/16/2008	Operator not looking at the notes! Customer does not want messages typed out. Have supervisors remind agents to check notes. Complaint came in 2/16/08 at 10 am Forwarded to correct center. Follow-up requested.	2/28/2008	Customer's notes read do not type recording and hold for live person. The number was answered by an answering machine stating that the business was closed and there was no live person option. The operator indicated that when the typed the business closed info he thought he was supporting the caller with important info, but the caller became upset. When the operator attempted to explain the caller hung up. The operator was advised to alert a supervisor when a customer indicates that they are not happy with the service offered. Supervisor discussed other options of explaining. Attempted to reach customer without success, left message on machine that follow up action was completed with operator.
18	2/16/2008	Operator did not look at the notes! Customer does not want messages typed out. Have supervisors remind operators to check notes. Complaint came in at 10 am on 2/16/08 Forwarded to correct center. Follow-up requested.	2/16/2008	Operator was coached to always read customer notes and the importance of taking time to read and understand them as it's important in providing quality service. Operator states she understands completely and will read notes from now on. Customer will be contacted for follow up. Unable to make follow up contact with customer after 4 attempts.

19	2/14/2008	An IL VCO customer called to complain that agent could not hear her and that the agent kept interrupting the call saying to speak directly to caller and that agent was not part of conversation. Apologized for the inconvenience. Customer did not request follow up.	2/14/2008	Agent coached on importance of remaining professional and appropriate phrases to educate the caller about the agent's role. No customer follow up requested.
20	2/13/2008	TTY customer cannot receive a relay call. Apologized for the problem and opened a trouble ticket. Follow up required for problem resolution.	2/13/2008	Called the customer and she stated they needed a new TTY and now it is working well. She thanked me for following up with her.
21	2/6/2008	TTY customer was billed via Sprint for long distance calls	2/12/2008	Credited customer's account.
22	2/4/2008	Customer reaching busy signal every time calls is made via IL Relay for past week. Number can be dialed successfully from regular phone. (apologized for problem, placed test call from Relay Customer Service and call went through without a problem, advised a trouble ticket would be opened.) Customer requests contact.	2/6/2008	Spoke with customer and he said his relay calls are working well. Thanked me for following up on this.
23	1/30/2008	IL Voice caller complains her husband gets disconnected using TTY when receiving relay calls. Customer using digital telephone service from home and TTY is saying ASCII. Apologized, explained regarding ASCII and answer types. Performed test calls which would not connect. Encouraged customer to check with manufacturer of TTY about settings and her telephone provider. Entered a trouble ticket. Customer wants contact with resolution of problem.	1/30/2008	Left messages for customer to call back on 3/19 and 3/31. Left another message for customer to call back. Left 3 messages and have not heard back from her. Case is closed.
24	1/29/2008	TTY customer unable to complete call to medical office via Illinois Relay. Operator hears busy signal each time she calls. The number can be dialed directly from regular phone without a problem. (advised a trouble ticket would be entered, apologized for any inconvenience). Customer requests contact	2/6/2008	Spoke with customer and he stated all is working fine. Thanked me for following up on this.
25	1/24/2008	Agent hung up on her as she was giving instructions. Forwarded complaint on to team leader for proper disconnect procedures and waiting for customer instructions.	1/24/2008	Team leader met with this agent. Agent said that the message was extremely garbled with only "y"s. Agent could not read screen at all and was told by supervisor to apologize to customer and disconnect the call due to garbling issues and unable to read text. This is a technical issue and non-agent error.
26	1/16/2008	Service - General	1/16/2008	Customer reported a specific call where captions were not present at the start of the call. Customer Service Representative apologized for this incidence* and followed up with the Call Center. CA accepted fault and proper disciplinary action was taken.
27	1/16/2008	IL Voice customer is unable to connect to his mother who uses TTY through IL Relay. When his mother answers the phone he hears a beep and then the line disconnects. RCS apologized for the problem and entered in a trouble ticket. Follow up is requested.	1/16/2008	Spoke with customer and he stated it was a problem, but has not called his mother since 3 weeks ago. He will contact customer service to report problems, if any, the next time he calls her. Called the number several times and got a recording that the number dialed is not correct each time. The customer told me when I spoke with him on March 17 that he would contact me if any problems. Case is closed.
28	1/16/2008	Service - General	1/16/2008	Customer reported a specific call where captions were not present at the start of the call. Customer Service Representative apologized for this incidence, and followed up with the Call Center. CA accepted fault and proper disciplinary action was taken.

29	1/14/2008	Customer states that the agent was rude to them on a relay call. The customer asked the agent to repeat, and the agent told the voice customer, "you should know how to do a relay call since you said yes I have received a relay call before." The customer then asked for a new relay agent and the customer was told, "you can't do that" and was told by the agent to "leave me alone. - Thanked customer for letting us know about the incident. Assured the customer that this will be forwarded to the appropriate supervisor for follow-up. No follow-up to the customer requested.	1/14/2008	Complaint was forwarded on to agents supervisor for coaching about patience, following customer instructions, and not arguing with the customer. Since it was a TTY to Voice call, the agent could not get a supervisor, however she could have been more polite during the process. This agent was not working at the time of the complaint She was on bereavement leave and was not scheduled that day. No action taken.
30	1/14/2008	Accuracy of captions	1/16/2008	Customer shared feedback regarding accuracy of captions stating some voice recognition errors can be 'amusing.' Customer Service Representative thanked customer for the feedback and informed them that information was shared with appropriate captioning service staff for follow up. Suggested customer document the date, time, CA # for more specific follow up.
31	1/8/2008	Says the person hung up on her.	1/8/2008	This agent did not work during the time [assuming during the time of the reported contact]of the alleged incidents. No follow up taken.
32	1/8/2008	Agent not listening to customer. Hung up many times. Holding, would not disconnect.	1/8/2008	Complaint forwarded to agents supervisor for follow-up on following customer instructions and paying attention to the screen. Supervisor spoke with this agent about following customer's instructions. Agent did not remember call but apologized if she caused any inconvenience.
33	1/3/2008	Customer stated that the agent did not keep them informed. The phone rang two times and then there was nothing. The caller asked if the operator was still there and the operator did not respond. The caller then asked for a supervisor and the operator did not respond. The caller finally disconnected after not getting any response from the operator. - Thanked customer for letting us know and informed her that we would forward this to the appropriate supervisor. Customer would like follow-up via e-mail.	1/3/2008	Complaint was forwarded on to agent's team leader for follow-up Requests follow-up email after coaching agent. Team Leader spoke with this agent. Agent did not remember the call but assured supervisor that whenever a supervisor is requested, she would definitely get one for the caller. This is a very reliable agent and since the caller said there was no response, it is believed that this could have been a technical issue. Agent did apologize if any inconvenience was caused. Team Leader emailed the customer in regards to the action taken. Emailed customer on 1/10/08.
34	12/28/2007	After the completion of her call at approximately 905am, the TTY customer wanted to file an complaint against agent for not keeping the customer informed. Customer stated that she does not being left hanging not knowing the process of the call. There was lengthy silence between the "GA" and during the time CA is typing the voice person's message. Apologized for the inconvenience and assured that this contact will be forwarded to agent's direct supervisor. No follow up needed.	12/28/2007	Agent is aware of keeping the customer informed. No customer follow up requested.
35	12/26/2007	Billing - General	12/26/2007	Discussed billing and took appropriate action.
36	12/17/2007	Disconnect/Reconnect during calls	12/17/2007	Sent customer information explaining the difference between a CapTel and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent mail with tips to reduce their occurrence.

37	12/7/2007	Reached answering machine on 1st dial out. Customer gave agent a 2nd number to dial and agent hung on customer. Didn't dial out. Complaint was filed on 12/3/07 at 7:44 pm. Forwarded on to correct center for follow-up.	12/7/2007	Team Leader met with CA and told them to pay close attention to the screen. CA was coached.
38	12/7/2007	Customer repeated number many times and operator said the number was invalid each time. When dialing the number with a new operator, the number was valid and went through on 1st dial out. Complaint was filed on 12/6/07 at 8:01 pm. Forwarded on to correct center for follow-up with agent.	12/7/2007	Agent doesn't remember this call. However, spoke to the agent regarding this. Reminded the agent to make sure and keep the customer informed of everything that is occurring. It is not known whether the computer system was not allowing the call to go through or if a recording was reached. No follow-up requested.
39	12/7/2007	Voice customer cannot connect with mother, TTY user, via IL Relay service. (supervisor assisted caller, advised trouble ticket would be entered) Customer requests contact asap.	1/11/2008	Spoke with the mother and she stated that her son has been able to get through relay to her and that all was working fine.
40	12/5/2007	IL VCO very frustrated as she can not receive incoming calls through relay. Performed test call successfully, discussed equipment may need serviced and let customer know I would inform Relay Program Manager of the issue. Customer does want contact from Program Manager.	12/5/2007	Spoke with customer and she stated she figured out how to answer her calls and all has been working well. Thanked me for following up with her.
41	12/4/2007	An IL VCO customer called to complain that her number is not showing up to agents. She always has to give her number before they process her call. Apologized for inconvenience. Another rep opened a TT 5353154 on 11/15, but this trouble persists. Opened new TT 54165345. Follow-up requested.	12/4/2007	Called the customer and she stated that all was working well as she got a new TTY. She thanked me for calling her back.
42	11/29/2007	Customer stated that the CA interrupted the caller while they were still typing. The CA dialed the number while the customer was still giving instructions. - Supervisor apologized to the customer and informed them that this would be sent to the appropriate supervisor. No follow-up requested.	11/29/2007	Agent was coached on proper agent protocol.
43	11/28/2007	Customer having problem receiving calls from relay. Apologized for the problem and opened trouble ticket. Follow-up required for problem resolution.	11/28/2007	Added Customer Contact phone number 11/28/07. Spoke with the mother and she stated that her relay calls are working fine. She thanked me for following up with her.
44	11/28/2007	Customer states when she receives relay calls the message is totally garbled. She can never get the operator number as it is also garbled. Also she sometimes gets slow typing and then the call disconnects. Also the agent tells her they cannot switch her calls to VCO. Apologized turned in a trouble ticket.	1/17/2008	Called on 12/7/07 at 1:25 PM and 12/7/07 at 1:40 PM - it was busy both times. Tried again at 3:25 PM on 1/17/08 and no answer. Case is closed.
45	11/27/2007	Unable to reach Mother at phone number provided. Getting a high pitched sound like a fax machine. Customer stated the phone is set up to receive call. Contact the customer and not the mother at this time. Apologized to customer for her difficulty. Would follow up with tech to find out what's going on. Trouble ticket to follow complaint. Customer wished me a pleasant holiday at end, but was very disappointed in our service.	11/27/2007	Trouble ticket forwarded to technician. Tech called the customer, received recording: "Call cannot be completed as dialed. Please check the number and try your call again." No further action possible.

46	11/27/2007	An IL TTY customer says she keeps getting billed by Sprint every two or three months, even though her customer notes are set up to bill AT&T. Apologized for inconvenience. Offered to credit for mischarges. Opened trouble ticket. Follow-up requested.	11/27/2007	Her account was credited for all of the Sprint calls.
47	11/27/2007	An IL voice customer called to complain that for about a month, when she calls her TTY niece through relay, she cannot get through. The relay tells her the message is garbled, then the line disconnects. The niece doesn't have a problem when calling her aunt. Apologized for inconvenience. Made a test call with and without relay (call disconnected with relay). Opened a trouble ticket. Follow-up requested.	11/27/2007	Called on 12/7/2007, 1/17/2008 and 2/6/2008 - no one answered and they do not have an answering machine. Case is closed.
48	11/22/2007	CA wouldn't answer me twice. Twice he hung up on me. I gave him the number for the pharmacy then I waited and waited and I said "Hello" then hung up.	11/22/2007	The agent does not remember this particular call. However, proper disconnect procedures were reviewed with this agent. The agent understands the importance of staying focused and responding to every customer.
49	11/15/2007	IL VCO customer states she is asked for her calling from number every time she calls into a relay operator. She states this has happened for approximately the past 2 weeks. RCS apologized to customer and informed her we would enter in a Trouble Ticket. Customer did not request a follow up.	11/15/2007	Spoke with the customer and she said all was working fine as she got a new TTY. She thanked me for calling her back.
50	11/14/2007	TTY customer reports Relay operator was unable to out dial without additional information. Customer's "calling from" number was not populating. Apologized. A trouble ticket was opened. Follow up requested.	11/14/2007	I left a message on 3/17/08, 3/18/08 and 3/19/08 for customer to call back. Today I heard from the customer and she stated that her relay calls are working fine.
51	11/9/2007	Customer notes said to not type recordings/messages unless asked to do so. Agent typed out answering machine without customer's instructions.	11/9/2007	Team Leader coached agent on following customer instructions.
52	11/9/2007	Agent didn't answer the TTY user when they spoke to them and hung up on customer. Complaint filed on 11/5/07 at 7:17 pm. No follow-up requested.	11/9/2007	Supervisor spoke to the agent regarding this complaint. The agent does not remember the call. The supervisor reviewed the importance of focusing on calls and responding to customers in a timely manner. The agent understands.
53	11/2/2007	An IL VCO customer called to complain that she has had trouble receiving calls from people through relay. This has been going on since she moved, about a week and a half. Apologized for inconvenience. Made a test call and the line disconnected, then was busy. Called directly through TTY and had no trouble. Opened a trouble ticket. Follow-up requested.	11/2/2007	The technician contacted the customer and made test calls. All worked smoothly and the customer thanked him for working with her to resolve this.
54	10/29/2007	IL VCO is not able to connect with relay but gets screeching noise. Apologized, provided equipment #'s to call, and submitted trouble ticket for technicians to investigate. Customer did not request contact.	10/29/2007	Spoke with customer and she figured out how to answer her calls and all is going well. She thanked me for following up with her

55	10/25/2007	Agent was asked to dial a frequent dialed number by the customer. The agent began asking for a 10 digit number and continued asking for the number, the customer then asked for a supervisor and the agent hung up before the supervisor got on the phone. No follow up requested.	10/25/2007	Supervisor coached the agent to follow customer's instructions and never hang up on a customer. Agent understands.
56	10/25/2007	Agent reached a tty answering machine and did not relay the tty msg to the caller. The agent also hung up on the voice customer.	10/25/2007	I spoke to the CA regarding this call. She thinks it was a technical problem in which the computer dropped the inbound call. This CA knows how to process a voice to tty answering machine call but we reviewed the procedure regardless.
57	10/25/2007	Accuracy of captions	10/25/2007	Customer shared feedback regarding accuracy of captions and that she asked the party to clarify. Customer Service Representative apologized for incidence and thanked customer for the feedback and informed appropriate captioning service staff for follow up with the CA. CA will be further monitored to ensure quality of captions.
58	10/22/2007	A TTY customer called to report that when he reaches agents who don't send the "your caller ID will send" macro, his messages garble. When that macro is sent, they seem able to read his messages. Apologized. Explained that the computers send the macros; the agents do not have that control. Opened a trouble ticket. Follow-up requested.	10/22/2007	The customer has a TTY that is 17 years old, so I asked the equipment distribution provider to send him a letter and application for a new TTY. The customer was thankful for my assistance with getting him a new TTY.
59	10/19/2007	An IL voice customer called to report that when she calls relay, her number is not showing up, so agents have to ask her to provide that before they can call. This has been going on for three weeks now. Apologized. Opened a trouble ticket. Follow-up requested.	10/19/2007	Spoke with the customer and told her she needs to contact her phone company to check the originating line information as they are not sending us the correct number, causing the problem she has been experiencing. She stated she would call them to have them fix it.
60	10/12/2007	IL VCO user complains her relay calls keep garbling, preventing her from being able to communicate. Apologized, but customer could not read my typing. Test called back but garbling continued. Entered TT 5107974 Customer did not ask for contact.	10/12/2007	There was a bug in the system and we are working on fixing it Customer did not request follow up.
61	10/12/2007	711 test calls made by IL state customer and when the operator picked up the customer heard operator say, "You are such a big liar!" customer said , "Pardon me?" and operator said, "Illinois relay, operator # xxxx." The call was made 10-11-07 at 1:30 PM. (complaint submitted by Program Manager who is requesting follow up to contact their customer regarding this complaint) Program Manager requests contact	10/15/2007	The agent was spoken to and agreed that to refrain from conversation when a call arrives at the workstation and will focus on her calls. Program manager was updated on status.
62	10/3/2007	Customer asked agent to place a call. The agent would not dial the number. Customer thinks she was asleep on the job. Apologized to the customer and informed them that this would be documented and forwarded to the agent's supervisor.	10/3/2007	Discussed with operator.
63	10/1/2007	Technical - General	10/1/2007	Technical support made an adjustment in the system to resolve other party's experience. Other party now able to make captioned calls to CapTel user successfully.
64	9/24/2007	Billing - General	9/24/2007	Assigned CapTel user's preferred carrier of choice designation to allow them to make long distance calls from CapTel phone. This remedied the circumstance.

65	9/22/2007	9/21/2007 @ 10:50 pm Customer called and complained CA did not follow instructions. Customer instructed CA to relay message to customer's dad if the phone was answered not to leave message on the answering machine. CA left message on answering machine and hung up on customer. Customer called back and wanted CA to apologize. Agent apologized.	9/22/2007	Agent does not remember the call. Coached agent on following all instructions that are provided by the customer, and to not disconnect on any customers regardless of the situation. Instructed agent to get a supervisor to assist with the call, if the request are not clear and clarification is needed.
66	9/14/2007	Customer Complaint: Received by Program Manager, the caller said that the CA hung up on her, she does not know why.	9/14/2007	Agent was not working at that time of the reported incident.
67	9/14/2007	Customer Complaint: Caller reported to the Program Manager that the CA hung up on her mother in the middle of the call and then when she called her back she got him again and he told her to stop speaking before she was done. She stopped as she thought maybe he was struggling to keep up with her, but he went ahead and typed in "GA" to her mother. She told the agent that she was not done speaking and he stated he is the one to make decisions on when to send the "GA" and that he has been working as a CA for 15 years. She stated that he was cocky to her twice in one day when she was trying to reach her mother. Customer Service Response: Received this in TRS email	9/14/2007	Supervisor met with CA. CA did remember call and stated that outbound kept disconnecting and inbound thought it was the CA hanging up which it was not. When call progressed and voice person paused in speaking CA sent the GA for the outbound to respond and then inbound started talking again. Inbound was upset that Ca had sent the GA and felt he was rude in not waiting for her for longer
68	9/11/2007	Voice caller complained that agent was rude to her and wanted Sprint to send her an apology back for being rude to her. Did not give agents id number or supervisors id that took her call earlier. This caller was rude to agent and supervisor.	9/11/2007	No action taken without an agent id. Complaint closed.
69	9/4/2007	Customer Complaint: Caller is upset about the operator greeting that includes, "your caller id will send". Customer claimed to have made thousands of complaints to various people. This information means nothing to her and wastes her time and other VCO user's time who are friends of hers. Customer Service Response: Given by MA Customer Service representative on 9/1/07 at 11:00. He explained that allowing for state, ADA, and other requirements we are interested in improving our service to remain competitive and would forward her complaint to a program manager. Follow up requested.	9/4/2007	Talked with customer today and she stated it is a waste of time to send the "Caller ID" macro. I told her we had to follow the contract and also have not received this complaint from other customers. I gave her my email address if she needed to contact me and she thanked me several times for calling her. Customer was satisfied
70	8/28/2007	Caller's daughter had received a relay call and someone cursed at her. Caller stated that we should not use foul language when a call is placed to a young person and felt that relay should refrain reading curses.	8/28/2007	Apologized and explained the role of the CA is to facilitate the call and that the CA is required to read everything that is typed. Caller disagreed but then inquired about employment opportunities. Caller was referred to Customer Service for location information.
71	8/28/2007	Disconnect/Reconnect during calls	8/28/2007	Customer experiences occasional calls where the data connection is disrupted-mostly from a cellular user. Sent customer information explaining the difference between a CapTel and a traditional phone and its need for a line that can sustain a data connection. Sent an email with tips on what could reduce disconnect/reconnect occurrence. Also did test calls with customer and advised asking the phone company to verify the performance of the line to carry a data connection.
72	8/26/2007	Customer was having a conversation with outbound and began receiving no response from the outbound or the agent. Thinks agent disconnected the call, however it could be technical too.	8/26/2007	Customer did not request follow up. Case is closed.
73	8/23/2007	Customer was billed via Sprint for long distance charges to Poland.	8/23/2007	Customer does not have a profile, updated it and credited customer's account.

74	8/22/2007	Customer can dial out but cannot receive incoming calls from IL relay. Her hearing friend tried to call her and said the agent hears PC tones then the line disconnects. RCS response: Thanked the customer for letting us know and assured that a trouble ticket would be turned in on the problem. Trouble Ticket 4772059	8/28/2007	August 28: Left a voice message for customer to call me. Spoke with customer today and she stated that she contacted her phone company and all is working well now. She thanked me for calling her.
75	8/20/2007	Carrier Of Choice (COC) information was not available for Relay to process call correctly even though the COC was in the database. Advised Trouble Ticket would be entered. Customer requests contact.	8/28/2007	Sent a letter to the customer's carrier about carrier of choice and what steps they need to take in order to be added to our carrier of choice program. Customer thanked me for sending this.
76	8/17/2007	Billing - General	8/17/2007	Technical Support registered cell phone user's carrier to resolve caller's inability to reach CapTel user via CapTel Service.
77	7/31/2007	The customer has had this agent before and they are always slow to respond to the customer's requests. Apologized to customer. They do not request follow up	7/31/2007	This Agent is new. Team Leader spoke with her and told her she knew that she was new to the floor and the callers did not know that. Team Leader reminded CA to do her best and if she did have any trouble to ask the caller to hold one moment and then call a Team Leader for assistance so the call is not delayed unnecessarily.
78	7/31/2007	Voice customer uses Relay often & always very pleased with service but recent call, 7-31-07 9:20A was unacceptable. Agent was rude from beginning of call. The customer advised agent they may reach an answering machine. The agent replied "then you don't need this service!" When customer's friend cannot ans the phone a typed msg can be left on their phone. When agent told the customer to leave msg themselves the customer responded "no I can't". After this point the agent was silent for 20-25 seconds until customer asked if they were dialing out or on break. No response from agent but customer could hear typing. Finally the agent said he typed what she was said on ans mach. (apologized for problem) Customer requires contact. Customer called Customer Service this morning at 9 30 am to inquire when the Supervisor is going to contact them. Customer said she never has problems with any of the relay operators, and was surprised when this operator was rude to her. Customer Service apologized to the customer. Customer Service is going to email the Supervisor this ticket is assigned to.	8/6/2007	Team Leader spoke with this agent about all answering machine procedures. Also spoke to the agent about his tone of voice and how it can affect his calls without him realizing it. He understands. Team Leader called customer at 5:40pm on 8/9/07. Spoke with her and she was satisfied with the resolution.
79	7/29/2007	VCO customer was very upset that agent did not read his notes and follow his instructions in the notes. Agent dialed out without verifying the number with him.	7/29/2007	Agent could not understand the number given. Asked customer to repeat the number. He wouldn't so she ended up dialing a wrong number. Team Leader instructed her to follow inbound notes and to follow customer instructions. Agent was very upset about inconvenience to customer.
80	7/27/2007	Accuracy of captions	7/27/2007	Customer shared feedback regarding 1 word error in the call which caused a misunderstanding accuracy of captions. CS Rep apologized for incidence and thanked customer for the feedback and shared the feedback and CA # with appropriate captioning service staff for follow up.
81	7/23/2007	TTY customer reports that agent typed "no answer" and disconnected the call without giving the customer the opportunity to make another call. The call was made today, 7-23-07 at approx 10 AM. (apologized for the problem) Customer request contact with an apology from supervisor	7/29/2007	Forwarded complaint on to TL for follow-up with agent about following customer instructions, or waiting for further instructions from the customer. Team Leader talked to this agent about following customer instructions and waiting for further instructions from the customer

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82	7/13/2007	Technical - General	7/13/2007	Apologized for incidence and thanked customer for feedback. Confirmed via trouble ticket that there was an audio difficulty on the call causing the customer to need to hang up and redial the call.
83	7/12/2007	Customer complained that as the call was ending he sent "SK" and received no response back from the agent or any indication that the voice caller had hung up. The customer said he had further questions for the agent, but got no response even though the agent had apparently not hung up. Apologized to customer and relayed that a supervisor would be notified. Customer would like a follow-up phone call.	7/12/2007	Internal update performed. Team Leader met with this agent. Agent doesn't remember the call; however, she was reminded to be sure and keep the callers informed of call process. Agent understands. Team Leader attempted contact 7/12/07 @ 2:10pm with no answer, left message on TTY answering machine. Team Leader attempted contact 7/17/07 @ 4:15pm with no answer, left message on TTY answering machine. Team Leader called on 7/23/07 @ 3:45pm, got customer. Spoke with customer. Customer understands and is happy with the results.
84	7/9/2007	Customer said agent ignored notes and sent macros she shouldn't have and did not adjust wpm. Team Leader was observing during call and most of the complaints were not agent error. Agent was late adjusting her wpm.	7/9/2007	Team Leader coached agent immediately after the call about adjusting the wpm as requested right away
85	7/3/2007	Technical - General	7/3/2007	Investigated and learned of a trouble ticket on the call. Brief interim of corrective measure and captions were restored. Thanked customer for reporting this incidence. Apologized for this incidence
86	6/27/2007	An IL VCO customer is having trouble being heard clearly on her relay calls, on both outbound and inbound calls. This problem has been happening for several weeks. AT&T checked her line and said they did not detect a problem. The last time this occurred was 6/27 at 5:48 p.m.. Apologized for inconvenience. Opened a trouble ticket. Follow-up requested.	6/27/2007	Communicated with the customer via email to get more detailed information as to what happened as well as how it has been working recently. Customer sent me an email and stated it is a little better and she has been patient on all her calls. She knows we are working on it and will get it resolved as quickly as possible. She thanked me for following up with her.
87	6/27/2007	Answering machine message retrieval	6/27/2007	Explained to customer that answering machine messages may generally be harder to caption than actual conversations. Explained captionist use (speaker unclear), (speaker to soft) to indicate difficulty in discerning the answering machine message. Apologized for this difficulty.
88	6/13/2007	CA blocked caller's ID when placing a phone call. Caller was very upset - he didn't want his caller ID to be blocked. CA then typed out an answering machine message even though the caller's notes say "Do not type MSG/Recordings."	6/13/2007	CA was spoken to about both incidences. The CA accidentally pressed the Caller ID Block key, then felt so bad about it that the CA forgot to read the caller's notes not to type answering machine. CA was coached by Team Leader.
89	6/5/2007	An Illinois VCO customer called to report she is having trouble connecting with relay the past two days, 6/4 and 6/5. When she receives a relay call she hears a "loud screeching noise." When her friend calls her the agent says they cannot connect, as Delores is not using her voice. This happened 6/4 approximately 2 to 3 p.m. and 6/5 10:10 a.m. Apologized for inconvenience. Opened a trouble ticket. Follow-up requested.	6/5/2007	I called customer and she stated that she has not had any problems with her VCO calls. She thanked me for following with her on this

JUN 27 2008

Complaint Tracking for IL (06/01/2007-05/31/2008). Total Customer Contacts: 89

FCC Mail Room

<u>Tally</u>	<u>Date of Complaint</u>	<u>Nature of Complaint</u>	<u>Date of Resolution</u>	<u>Explanation of Resolution</u>
1	5/29/2008	Agent typed answering machine when customer notes specified to not type recordings.	5/29/2008	Supervisor met with this agent about following customer instructions and the data base. Agent realized what she had done wrong and apologized for causing the inconvenience.
2	5/28/2008	Customer wants agent to slow down and give him time to type the number.	5/28/2008	Supervisor coached the agent at that time to slow down and give the TTY user a little more time. Agent apologized to customer before continuing to process call. Customer was happy with the apology
3	5/28/2008	Customer requested a follow up on the garbling issues and why she isn't able to read relay text after relay has disabled the turbo-code and slowed typing down. Complaint came in on 5/27/08. No actual date given for problem, said it happens all the time. Requests that a tech call her to see what can be done.	5/28/2008	Customer Service attempted to contact customer but received a fast busy. If customer should call back, she should be transferred to Customer Service for immediate assistance.
4	5/21/2008	Dialing/Setup - Call Waiting	5/21/2008	Advised customer of proper programming of Call Waiting block for successful outbound captioned calling.
5	5/19/2008	Illinois TTY customer is unable to receive incoming calls through the relay service. Customer states her hearing friends call her and relay operator informs them there is a high pitched screeching tone that answers and they are unable to connect with the TTY customer. Relay Customer Service apologized for the problem and entered a trouble ticket. Follow up is requested.	5/19/2008	Called the customer on 5/27 at 5:10 PM, 5/30 at 9:30 AM and 5/30 at 10:30 AM and no answer. Case is closed.
6	5/15/2008	Agent kept asking for number calling to, when customer typed it twice. When asked for supervisor, agent disconnected. Complaint came in at 1909 hr on 5/14/08. Forwarded to correct center. No follow-up requested.	5/15/2008	Agent knows not to disconnect customers. Customer did not request follow up.
7	5/12/2008	Customer asked operator for a number in the frequently dialed list and operator hung on caller. Customer was not sure of agent's number.	5/12/2008	Team Leader went over this complaint with this agent. He did not remember the call. The Team Leader coached the agent on the proper way to bring up the frequently dialed list and about following customer instructions. Agent apologized for inconvenience.
8	5/12/2008	Outbound voice (with inbound permission) asked for supervisor. Outbound said agent typed "GA" to the TTY user before she was done. Agent said there was more than 3 seconds of silence, leading her to type the "GA".	5/12/2008	Team Leader suggested waiting just a few seconds more if the voice person always says the "GA". Agent did nothing wrong, but customer was unhappy with agent. Agent apologized for inconvenience.
9	5/10/2008	When agent doesn't understand me, she questions "Why didn't you say that?" or "why did you say that?"	5/10/2008	Agent understands that she should follow customer's requests Customer did not request call back.

10	5/9/2008	The customer thinks that Sprint is in a conspiracy against her because the name was changed from IRC to Illinois Relay Center without asking her permission. She thinks we also changed her service from AT&T to Sprint and wants to go back to AT&T. Supervisor could not make her understand that nothing had changed but the name, she kept saying "Illinois Relay Center" was playing with her and she wants "IRC" back. She wants an account manager to call her. Forwarded to account manager for follow -up Complaint taken at 10:00 am on 5/6/08	5/9/2008	Called the customer and left 3 messages with my phone number for customer to call back. Customer did not return the calls. Case is closed.
11	4/8/2008	Customer had issues with TTY printing conversation. Was NOT mad at relay. Just had some technical questions. Due to technical issues, relay was unable to transfer to customer service at the time. The customer wants a follow-up by mail on how to correct the problems with her TTY printer. Complaint came in on 4/7/08 at 1648 hrs	4/8/2008	Forwarded to customer service. Customer Service contacted customer and provided TTY contact information.
12	4/7/2008	Reached an answering machine, asked to redial to leave a message and was hung up on, received no response from the operator. Apologized to the customer and informed her the customer contact would be forwarded to the agent's center.	4/7/2008	Agent did not remember this call, but understands that we do not disconnect calls.
13	3/30/2008	VCO customer said the agent dialed the wrong number and did not follow her instructions to not type the answering machine message. Apologized to the customer and told him I would follow up with the agent. No follow up requested.	3/30/2008	Coached agent on being careful to get numbers carefully and to read and follow customer instructions to the "T".
14	3/15/2008	On 3/14/08 at 10:38 PM, customer thinks he got cut off while talking to his friend. Does not know if relay hung up or was a problem with our "machine". Would like someone to check into it and get back with him whether it was the agent or the equipment. Call disconnected in the middle. Complaint forwarded to correct center. Customer would like follow-up at his email address.	3/15/2008	Team Leader spoke with agent and she does not remember this call but said she would never unequivocally, categorically hang up on anybody. Follow-up sent to customer per request to customer email.
15	2/19/2008	Typed sorry for the inconvenience 2 times, did not follow notes to not type recording or answering machine.	2/19/2008	Agent made error with customer notes. Understands importance of following customer instructions.
16	2/17/2008	VCO customer said she gave clear instructions to the agent to only let the number ring 5 times and the agent continued to let the number ring longer. I apologized and told her we would follow up with the agent. No follow up requested.	2/17/2008	I spoke to this agent regarding this call and she said she did let the phone ring 5 times as per requested by the customer and that the customer had hung up immediately after that.
17	2/16/2008	Operator not looking at the notes! Customer does not want messages typed out. Have supervisors remind agents to check notes. Complaint came in 2/16/08 at 10 am Forwarded to correct center. Follow-up requested.	2/28/2008	Customer's notes read do not type recording and hold for live person. The number was answered by an answering machine stating that the business was closed and there was no live person option. The operator indicated that when he typed the business closed info he thought he was supporting the caller with important info, but the caller became upset. When the operator attempted to explain the caller hung up. The operator was advised to alert a supervisor when a customer indicates that they are not happy with the service offered. Supervisor discussed other options of explaining. Attempted to reach customer without success, left message on machine that follow up action was completed with operator.
18	2/16/2008	Operator did not look at the notes! Customer does not want messages typed out. Have supervisors remind operators to check notes. Complaint came in at 10 am on 2/16/08 Forwarded to correct center. Follow-up requested.	2/16/2008	Operator was coached to always read customer notes and the importance of taking time to read and understand them as it's important in providing quality service. Operator states she understands completely and will read notes from now on. Customer will be contacted for follow up. Unable to make follow up contact with customer after 4 attempts.

19	2/14/2008	An IL VCO customer called to complain that agent could not hear her and that the agent kept interrupting the call saying to speak directly to caller and that agent was not part of conversation. Apologized for the inconvenience. Customer did not request follow up.	2/14/2008	Agent coached on importance of remaining professional and appropriate phrases to educate the caller about the agent's role. No customer follow up requested.
20	2/13/2008	TTY customer cannot receive a relay call. Apologized for the problem and opened a trouble ticket. Follow up required for problem resolution.	2/13/2008	Called the customer and she stated they needed a new TTY and now it is working well. She thanked me for following up with her.
21	2/6/2008	TTY customer was billed via Sprint for long distance calls	2/12/2008	Credited customer's account.
22	2/4/2008	Customer reaching busy signal every time calls is made via IL Relay for past week. Number can be dialed successfully from regular phone. (apologized for problem, placed test call from Relay Customer Service and call went through without a problem, advised a trouble ticket would be opened.) Customer requests contact.	2/6/2008	Spoke with customer and he said his relay calls are working well. Thanked me for following up on this.
23	1/30/2008	IL Voice caller complains her husband gets disconnected using TTY when receiving relay calls. Customer using digital telephone service from home and TTY is saying ASCII. Apologized, explained regarding ASCII and answer types. Performed test calls which would not connect. Encouraged customer to check with manufacturer of TTY about settings and her telephone provider. Entered a trouble ticket. Customer wants contact with resolution of problem.	1/30/2008	Left messages for customer to call back on 3/19 and 3/31. Left another message for customer to call back. Left 3 messages and have not heard back from her. Case is closed.
24	1/29/2008	TTY customer unable to complete call to medical office via Illinois Relay. Operator hears busy signal each time she calls. The number can be dialed directly from regular phone without a problem. (advised a trouble ticket would be entered, apologized for any inconvenience). Customer requests contact	2/6/2008	Spoke with customer and he stated all is working fine. Thanked me for following up on this.
25	1/24/2008	Agent hung up on her as she was giving instructions. Forwarded complaint on to team leader for proper disconnect procedures and waiting for customer instructions.	1/24/2008	Team leader met with this agent. Agent said that the message was extremely garbled with only "y"s. Agent could not read screen at all and was told by supervisor to apologize to customer and disconnect the call due to garbling issues and unable to read text. This is a technical issue and non-agent error.
26	1/16/2008	Service - General	1/16/2008	Customer reported a specific call where captions were not present at the start of the call. Customer Service Representative apologized for this incidence* and followed up with the Call Center. CA accepted fault and proper disciplinary action was taken.
27	1/16/2008	IL Voice customer is unable to connect to his mother who uses TTY through IL Relay. When his mother answers the phone he hears a beep and then the line disconnects. RCS apologized for the problem and entered in a trouble ticket. Follow up is requested.	1/16/2008	Spoke with customer and he stated it was a problem, but has not called his mother since 3 weeks ago. He will contact customer service to report problems, if any, the next time he calls her. Called the number several times and got a recording that the number dialed is not correct each time. The customer told me when I spoke with him on March 17 that he would contact me if any problems. Case is closed.
28	1/16/2008	Service - General	1/16/2008	Customer reported a specific call where captions were not present at the start of the call. Customer Service Representative apologized for this incidence, and followed up with the Call Center. CA accepted fault and proper disciplinary action was taken.

29	1/14/2008	Customer states that the agent was rude to them on a relay call. The customer asked the agent to repeat, and the agent told the voice customer, "you should know how to do a relay call since you said yes I have received a relay call before." The customer then asked for a new relay agent and the customer was told, "you can't do that" and was told by the agent to "leave me alone. - Thanked customer for letting us know about the incident. Assured the customer that this will be forwarded to the appropriate supervisor for follow-up. No follow-up to the customer requested.	1/14/2008	Complaint was forwarded on to agents supervisor for coaching about patience, following customer instructions, and not arguing with the customer. Since it was a TTY to Voice call, the agent could not get a supervisor, however she could have been more polite during the process. This agent was not working at the time of the complaint. She was on bereavement leave and was not scheduled that day. No action taken.
30	1/14/2008	Accuracy of captions	1/16/2008	Customer shared feedback regarding accuracy of captions stating some voice recognition errors can be 'amusing.' Customer Service Representative thanked customer for the feedback and informed them that information was shared with appropriate captioning service staff for follow up. Suggested customer document the date, time, CA # for more specific follow up.
31	1/8/2008	Says the person hung up on her.	1/8/2008	This agent did not work during the time [assuming during the time of the reported contact]of the alleged incidents. No follow up taken
32	1/8/2008	Agent not listening to customer. Hung up many times. Holding, would not disconnect.	1/8/2008	Complaint forwarded to agents supervisor for follow-up on following customer instructions and paying attention to the screen. Supervisor spoke with this agent about following customer's instructions. Agent did not remember call but apologized if she caused any inconvenience.
33	1/3/2008	Customer stated that the agent did not keep them informed. The phone rang two times and then there was nothing. The caller asked if the operator was still there and the operator did not respond. The caller then asked for a supervisor and the operator did not respond. The caller finally disconnected after not getting any response from the operator. - Thanked customer for letting us know and informed her that we would forward this to the appropriate supervisor. Customer would like follow-up via e-mail.	1/3/2008	Complaint was forwarded on to agent's team leader for follow-up. Requests follow-up email after coaching agent. Team Leader spoke with this agent. Agent did not remember the call but assured supervisor that whenever a supervisor is requested, she would definitely get one for the caller. This is a very reliable agent and since the caller said there was no response, it is believed that this could have been a technical issue. Agent did apologize if any inconvenience was caused. Team Leader emailed the customer in regards to the action taken. Emailed customer on 1/10/08.
34	12/28/2007	After the completion of her call at approximately 905am, the TTY customer wanted to file an complaint against agent for not keeping the customer informed. Customer stated that she does not being left hanging not knowing the process of the call. There was lengthy silence between the "GA" and during the time CA is typing the voice person's message. Apologized for the inconvenience and assured that this contact will be forwarded to agent's direct supervisor. No follow up needed.	12/28/2007	Agent is aware of keeping the customer informed. No customer follow up requested.
35	12/26/2007	Billing - General	12/26/2007	Discussed billing and took appropriate action.
36	12/17/2007	Disconnect/Reconnect during calls	12/17/2007	Sent customer information explaining the difference between a CapTel and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent mail with tips to reduce their occurrence.

37	12/7/2007	Reached answering machine on 1st dial out. Customer gave agent a 2nd number to dial and agent hung on customer. Didn't dial out. Complaint was filed on 12/3/07 at 7:44 pm. Forwarded on to correct center for follow-up.	12/7/2007	Team Leader met with CA and told them to pay close attention to the screen. CA was coached.
38	12/7/2007	Customer repeated number many times and operator said the number was invalid each time. When dialing the number with a new operator, the number was valid and went through on 1st dial out. Complaint was filed on 12/6/07 at 8:01 pm. Forwarded on to correct center for follow-up with agent.	12/7/2007	Agent doesn't remember this call. However, spoke to the agent regarding this. Reminded the agent to make sure and keep the customer informed of everything that is occurring. It is not known whether the computer system was not allowing the call to go through or if a recording was reached. No follow-up requested.
39	12/7/2007	Voice customer cannot connect with mother, TTY user, via IL Relay service. (supervisor assisted caller, advised trouble ticket would be entered) Customer requests contact asap.	1/11/2008	Spoke with the mother and she stated that her son has been able to get through relay to her and that all was working fine.
40	12/5/2007	IL VCO very frustrated as she can not receive incoming calls through relay. Performed test call successfully, discussed equipment may need serviced and let customer know I would inform Relay Program Manager of the issue. Customer does want contact from Program Manager.	12/5/2007	Spoke with customer and she stated she figured out how to answer her calls and all has been working well. Thanked me for following up with her.
41	12/4/2007	An IL VCO customer called to complain that her number is not showing up to agents. She always has to give her number before they process her call. Apologized for inconvenience. Another rep opened a TT 5353154 on 11/15, but this trouble persists. Opened new TT 54165345. Follow-up requested.	12/4/2007	Called the customer and she stated that all was working well as she got a new TTY. She thanked me for calling her back.
42	11/29/2007	Customer stated that the CA interrupted the caller while they were still typing. The CA dialed the number while the customer was still giving instructions. - Supervisor apologized to the customer and informed them that this would be sent to the appropriate supervisor. No follow-up requested.	11/29/2007	Agent was coached on proper agent protocol.
43	11/28/2007	Customer having problem receiving calls from relay. Apologized for the problem and opened trouble ticket. Follow-up required for problem resolution.	11/28/2007	Added Customer Contact phone number 11/28/07. Spoke with the mother and she stated that her relay calls are working fine. She thanked me for following up with her.
44	11/28/2007	Customer states when she receives relay calls the message is totally garbled. She can never get the operator number as it is also garbled. Also she sometimes gets slow typing and then the call disconnects. Also the agent tells her they cannot switch her calls to VCO. Apologized turned in a trouble ticket.	1/17/2008	Called on 12/7/07 at 1:25 PM and 12/7/07 at 1:40 PM - it was busy both times. Tried again at 3:25 PM on 1/17/08 and no answer. Case is closed.
45	11/27/2007	Unable to reach Mother at phone number provided. Getting a high pitched sound like a fax machine. Customer stated the phone is set up to receive call. Contact the customer and not the mother at this time. Apologized to customer for her difficulty. Would follow up with tech to find out what's going on. Trouble ticket to follow complaint. Customer wished me a pleasant holiday at end, but was very disappointed in our service.	11/27/2007	Trouble ticket forwarded to technician. Tech called the customer, received recording: "Call cannot be completed as dialed. Please check the number and try your call again." No further action possible.

46	11/27/2007	An IL TTY customer says she keeps getting billed by Sprint every two or three months, even though her customer notes are set up to bill AT&T. Apologized for inconvenience. Offered to credit for mischarges. Opened trouble ticket. Follow-up requested.	11/27/2007	Her account was credited for all of the Sprint calls.
47	11/27/2007	An IL voice customer called to complain that for about a month, when she calls her TTY niece through relay, she cannot get through. The relay tells her the message is garbled, then the line disconnects. The niece doesn't have a problem when calling her aunt. Apologized for inconvenience. Made a test call with and without relay (call disconnected with relay). Opened a trouble ticket. Follow-up requested.	11/27/2007	Called on 12/7/2007, 1/17/2008 and 2/6/2008 - no one answered and they do not have an answering machine. Case is closed.
48	11/22/2007	CA wouldn't answer me twice. Twice he hung up on me. I gave him the number for the pharmacy then I waited and waited and I said "Hello" then hung up.	11/22/2007	The agent does not remember this particular call. However, proper disconnect procedures were reviewed with this agent. The agent understands the importance of staying focused and responding to every customer.
49	11/15/2007	IL VCO customer states she is asked for her calling from number every time she calls into a relay operator. She states this has happened for approximately the past 2 weeks. RCS apologized to customer and informed her we would enter in a Trouble Ticket. Customer did not request a follow up.	11/15/2007	Spoke with the customer and she said all was working fine as she got a new TTY. She thanked me for calling her back.
50	11/14/2007	TTY customer reports Relay operator was unable to out dial without additional information. Customer's "calling from" number was not populating. Apologized. A trouble ticket was opened. Follow up requested.	11/14/2007	I left a message on 3/17/08, 3/18/08 and 3/19/08 for customer to call back. Today I heard from the customer and she stated that her relay calls are working fine.
51	11/9/2007	Customer notes said to not type recordings/messages unless asked to do so. Agent typed out answering machine without customer's instructions.	11/9/2007	Team Leader coached agent on following customer instructions.
52	11/9/2007	Agent didn't answer the TTY user when they spoke to them and hung up on customer. Complaint filed on 11/5/07 at 7:17 pm. No follow-up requested.	11/9/2007	Supervisor spoke to the agent regarding this complaint. The agent does not remember the call. The supervisor reviewed the importance of focusing on calls and responding to customers in a timely manner. The agent understands.
53	11/2/2007	An IL VCO customer called to complain that she has had trouble receiving calls from people through relay. This has been going on since she moved, about a week and a half. Apologized for inconvenience. Made a test call and the line disconnected, then was busy. Called directly through TTY and had no trouble. Opened a trouble ticket. Follow-up requested.	11/2/2007	The technician contacted the customer and made test calls. All worked smoothly and the customer thanked him for working with her to resolve this.
54	10/29/2007	IL VCO is not able to connect with relay but gets screeching noise. Apologized, provided equipment #'s to call, and submitted trouble ticket for technicians to investigate. Customer did not request contact.	10/29/2007	Spoke with customer and she figured out how to answer her calls and all is going well. She thanked me for following up with her

55	10/25/2007	Agent was asked to dial a frequent dialed number by the customer. The agent began asking for a 10 digit number and continued asking for the number, the customer then asked for a supervisor and the agent hung up before the supervisor got on the phone. No follow up requested.	10/25/2007	Supervisor coached the agent to follow customer's instructions and never hang up on a customer. Agent understands.
56	10/25/2007	Agent reached a tty answering machine and did not relay the tty msg to the caller. The agent also hung up on the voice customer.	10/25/2007	I spoke to the CA regarding this call. She thinks it was a technical problem in which the computer dropped the inbound call. This CA knows how to process a voice to tty answering machine call but we reviewed the procedure regardless.
57	10/25/2007	Accuracy of captions	10/25/2007	Customer shared feedback regarding accuracy of captions and that she asked the party to clarify. Customer Service Representative apologized for incidence and thanked customer for the feedback and informed appropriate captioning service staff for follow up with the CA. CA will be further monitored to ensure quality of captions
58	10/22/2007	A TTY customer called to report that when he reaches agents who don't send the "your caller ID will send" macro, his messages garble. When that macro is sent, they seem able to read his messages. Apologized. Explained that the computers send the macros; the agents do not have that control. Opened a trouble ticket. Follow-up requested.	10/22/2007	The customer has a TTY that is 17 years old, so I asked the equipment distribution provider to send him a letter and application for a new TTY. The customer was thankful for my assistance with getting him a new TTY.
59	10/19/2007	An IL voice customer called to report that when she calls relay, her number is not showing up, so agents have to ask her to provide that before they can call. This has been going on for three weeks now. Apologized. Opened a trouble ticket. Follow-up requested.	10/19/2007	Spoke with the customer and told her she needs to contact her phone company to check the originating line information as they are not sending us the correct number, causing the problem she has been experiencing. She stated she would call them to have them fix it.
60	10/12/2007	IL VCO user complains her relay calls keep garbling, preventing her from being able to communicate. Apologized, but customer could not read my typing. Test called back but garbling continued. Entered TT 5107974 Customer did not ask for contact.	10/12/2007	There was a bug in the system and we are working on fixing it. Customer did not request follow up.
61	10/12/2007	711 test calls made by IL state customer and when the operator picked up the customer heard operator say, "You are such a big liar!" customer said , "Pardon me?" and operator said, "Illinois relay, operator # xxxx." The call was made 10-11-07 at 1:30 PM. (complaint submitted by Program Manager who is requesting follow up to contact their customer regarding this complaint) Program Manager requests contact	10/15/2007	The agent was spoken to and agreed that to refrain from conversation when a call arrives at the workstation and will focus on her calls. Program manager was updated on status.
62	10/3/2007	Customer asked agent to place a call. The agent would not dial the number. Customer thinks she was asleep on the job. Apologized to the customer and informed them that this would be documented and forwarded to the agent's supervisor.	10/3/2007	Discussed with operator.
63	10/1/2007	Technical - General	10/1/2007	Technical support made an adjustment in the system to resolve other party's experience. Other party now able to make captioned calls to CapTel user successfully.
64	9/24/2007	Billing - General	9/24/2007	Assigned CapTel user's preferred carrier of choice designation to allow them to make long distance calls from CapTel phone. This remedied the circumstance.

65	9/22/2007	9/21/2007 @ 10:50 pm Customer called and complained CA did not follow instructions. Customer instructed CA to relay message to customer's dad if the phone was answered not to leave message on the answering machine. CA left message on answering machine and hung up on customer. Customer called back and wanted CA to apologize. Agent apologized.	9/22/2007	Agent does not remember the call. Coached agent on following all instructions that are provided by the customer, and to not disconnect on any customers regardless of the situation. Instructed agent to get a supervisor to assist with the call, if the request are not clear and clarification is needed.
66	9/14/2007	Customer Complaint: Received by Program Manager, the caller said that the CA hung up on her, she does not know why.	9/14/2007	Agent was not working at that time of the reported incident.
67	9/14/2007	Customer Complaint: Caller reported to the Program Manager that the CA hung up on her mother in the middle of the call and then when she called her back she got him again and he told her to stop speaking before she was done. She stopped as she thought maybe he was struggling to keep up with her, but he went ahead and typed in "GA" to her mother. She told the agent that she was not done speaking and he stated he is the one to make decisions on when to send the "GA" and that he has been working as a CA for 15 years. She stated that he was cocky to her twice in one day when she was trying to reach her mother. Customer Service Response: Received this in TRS email	9/14/2007	Supervisor met with CA. CA did remember call and stated that outbound kept disconnecting and inbound thought it was the CA hanging up which it was not. When call progressed and voice person paused in speaking CA sent the GA for the outbound to respond and then inbound started talking again. Inbound was upset that Ca had sent the GA and felt he was rude in not waiting for her for longer.
68	9/11/2007	Voice caller complained that agent was rude to her and wanted Sprint to send her an apology back for being rude to her. Did not give agents id number or supervisors id that took her call earlier. This caller was rude to agent and supervisor.	9/11/2007	No action taken without an agent id. Complaint closed.
69	9/4/2007	Customer Complaint: Caller is upset about the operator greeting that includes, "your caller id will send". Customer claimed to have made thousands of complaints to various people. This information means nothing to her and wastes her time and other VCO user's time who are friends of hers. Customer Service Response: Given by MA Customer Service representative on 9/1/07 at 11:00. He explained that allowing for state, ADA, and other requirements we are interested in improving our service to remain competitive and would forward her complaint to a program manager. Follow up requested.	9/4/2007	Talked with customer today and she stated it is a waste of time to send the "Caller ID" macro. I told her we had to follow the contract and also have not received this complaint from other customers. I gave her my email address if she needed to contact me and she thanked me several times for calling her. Customer was satisfied
70	8/28/2007	Caller's daughter had received a relay call and someone cursed at her. Caller stated that we should not use foul language when a call is placed to a young person and felt that relay should refrain reading curses.	8/28/2007	Apologized and explained the role of the CA is to facilitate the call and that the CA is required to read everything that is typed. Caller disagreed but then inquired about employment opportunities. Caller was referred to Customer Service for location information.
71	8/28/2007	Disconnect/Reconnect during calls	8/28/2007	Customer experiences occasional calls where the data connection is disrupted-mostly from a cellular user. Sent customer information explaining the difference between a CapTel and a traditional phone and its need for a line that can sustain a data connection. Sent an email with tips on what could reduce disconnect/reconnect occurrence. Also did test calls with customer and advised asking the phone company to verify the performance of the line to carry a data connection.
72	8/26/2007	Customer was having a conversation with outbound and began receiving no response from the outbound or the agent. Thinks agent disconnected the call, however it could be technical too.	8/26/2007	Customer did not request follow up. Case is closed.
73	8/23/2007	Customer was billed via Sprint for long distance charges to Poland.	8/23/2007	Customer does not have a profile, updated it and credited customer's account.

74	8/22/2007	Customer can dial out but cannot receive incoming calls from IL relay. Her hearing friend tried to call her and said the agent hears PC tones then the line disconnects. RCS response: Thanked the customer for letting us know and assured that a trouble ticket would be turned in on the problem. Trouble Ticket 4772059	8/28/2007	August 28: Left a voice message for customer to call me. Spoke with customer today and she stated that she contacted her phone company and all is working well now. She thanked me for calling her.
75	8/20/2007	Carrier Of Choice (COC) information was not available for Relay to process call correctly even though the COC was in the database. Advised Trouble Ticket would be entered. Customer requests contact.	8/28/2007	Sent a letter to the customer's carrier about carrier of choice and what steps they need to take in order to be added to our carrier of choice program. Customer thanked me for sending this.
76	8/17/2007	Billing - General	8/17/2007	Technical Support registered cell phone user's carrier to resolve caller's inability to reach CapTel user via CapTel Service.
77	7/31/2007	The customer has had this agent before and they are always slow to respond to the customer's requests. Apologized to customer. They do not request follow up	7/31/2007	This Agent is new. Team Leader spoke with her and told her she knew that she was new to the floor and the callers did not know that. Team Leader reminded CA to do her best and if she did have any trouble to ask the caller to hold one moment and then call a Team Leader for assistance so the call is not delayed unnecessarily.
78	7/31/2007	Voice customer uses Relay often & always very pleased with service but recent call, 7-31-07 9:20A was unacceptable. Agent was rude from beginning of call. The customer advised agent they may reach an answering machine. The agent replied "then you don't need this service!" When customer's friend cannot ans the phone a typed msg can be left on their phone. When agent told the customer to leave msg themselves the customer responded "no I can't". After this point the agent was silent for 20-25 seconds until customer asked if they were dialing out or on break. No response from agent but customer could hear typing. Finally the agent said he typed what she was said on ans mach. (apologized for problem) Customer requires contact. Customer called Customer Service this morning at 9 30 am to inquire when the Supervisor is going to contact them. Customer said she never has problems with any of the relay operators, and was surprised when this operator was rude to her. Customer Service apologized to the customer. Customer Service is going to email the Supervisor this ticket is assigned to.	8/6/2007	Team Leader spoke with this agent about all answering machine procedures. Also spoke to the agent about his tone of voice and how it can affect his calls without him realizing it. He understands. Team Leader called customer at 5:40pm on 8/9/07. Spoke with her and she was satisfied with the resolution.
79	7/29/2007	VCO customer was very upset that agent did not read his notes and follow his instructions in the notes. Agent dialed out without verifying the number with him.	7/29/2007	Agent could not understand the number given. Asked customer to repeat the number. He wouldn't so she ended up dialing a wrong number. Team Leader instructed her to follow inbound notes and to follow customer instructions. Agent was very upset about inconvenience to customer.
80	7/27/2007	Accuracy of captions	7/27/2007	Customer shared feedback regarding 1 word error in the call which caused a misunderstanding accuracy of captions. CS Rep apologized for incidence and thanked customer for the feedback and shared the feedback and CA # with appropriate captioning service staff for follow up.
81	7/23/2007	TTY customer reports that agent typed "no answer" and disconnected the call without giving the customer the opportunity to make another call. The call was made today, 7-23-07 at approx 10 AM. (apologized for the problem) Customer request contact with an apology from supervisor	7/29/2007	Forwarded complaint on to TL for follow-up with agent about following customer instructions, or waiting for further instructions from the customer. Team Leader talked to this agent about following customer instructions and waiting for further instructions from the customer

82	7/13/2007	Technical - General	7/13/2007	Apologized for incidence and thanked customer for feedback. Confirmed via trouble ticket that there was an audio difficulty on the call causing the customer to need to hang up and redial the call
83	7/12/2007	Customer complained that as the call was ending he sent "SK" and received no response back from the agent or any indication that the voice caller had hung up. The customer said he had further questions for the agent, but got no response even though the agent had apparently not hung up. Apologized to customer and relayed that a supervisor would be notified. Customer would like a follow-up phone call.	7/12/2007	Internal update performed. Team Leader met with this agent. Agent doesn't remember the call; however, she was reminded to be sure and keep the callers informed of call process. Agent understands. Team Leader attempted contact 7/12/07 @ 2:10pm with no answer left message on TTY answering machine. Team Leader attempted contact 7/17/07 @ 4:15pm with no answer, left message on TTY answering machine. Team Leader called on 7/23/07 @ 3:45pm got customer. Spoke with customer. Customer understands and is happy with the results.
84	7/9/2007	Customer said agent ignored notes and sent macros she shouldn't have and did not adjust wpm. Team Leader was observing during call and most of the complaints were not agent error. Agent was late adjusting her wpm.	7/9/2007	Team Leader coached agent immediately after the call about adjusting the wpm as requested right away
85	7/3/2007	Technical - General	7/3/2007	Investigated and learned of a trouble ticket on the call. Brief interim of corrective measure and captions were restored. Thanked customer for reporting this incidence. Apologized for this incidence
86	6/27/2007	An IL VCO customer is having trouble being heard clearly on her relay calls, on both outbound and inbound calls. This problem has been happening for several weeks. AT&T checked her line and said they did not detect a problem. The last time this occurred was 6/27 at 5:48 p.m.. Apologized for inconvenience. Opened a trouble ticket. Follow-up requested.	6/27/2007	Communicated with the customer via email to get more detailed information as to what happened as well as how it has been working recently. Customer sent me an email and stated it is a little better and she has been patient on all her calls. She knows we are working on it and will get it resolved as quickly as possible. She thanked me for following up with her.
87	6/27/2007	Answering machine message retrieval	6/27/2007	Explained to customer that answering machine messages may generally be harder to caption than actual conversations. Explained captionist use (speaker unclear), (speaker to soft) to indicate difficulty in discerning the answering machine message. Apologized for this difficulty.
88	6/13/2007	CA blocked caller's ID when placing a phone call. Caller was very upset - he didn't want his caller ID to be blocked. CA then typed out an answering machine message even though the caller's notes say "Do not type MSG/Recordings."	6/13/2007	CA was spoken to about both incidences. The CA accidentally pressed the Caller ID Block key, then felt so bad about it that the CA forgot to read the caller's notes not to type answering machine. CA was coached by Team Leader.
89	6/5/2007	An Illinois VCO customer called to report she is having trouble connecting with relay the past two days, 6/4 and 6/5. When she receives a relay call she hears a "loud screeching noise." When her friend calls her the agent says they cannot connect, as Delores is not using her voice. This happened 6/4 approximately 2 to 3 p.m. and 6/5 10:10 a.m. Apologized for inconvenience. Opened a trouble ticket. Follow-up requested.	6/5/2007	I called customer and she stated that she has not had any problems with her VCO calls. She thanked me for following with her on this

received on
JUN 27 2008

Complaint Tracking for IL (06/01/2007-05/31/2008). Total Customer Contacts: 89

Tally	<u>Date of Complaint</u>	<u>Nature of Complaint</u>	<u>Date of Resolution</u>	<u>Explanation of Resolution</u>
1	5/29/2008	Agent typed answering machine when customer notes specified to not type recordings.	5/29/2008	Supervisor met with this agent about following customer instructions and the data base. Agent realized what she had done wrong and apologized for causing the inconvenience.
2	5/28/2008	Customer wants agent to slow down and give him time to type the number.	5/28/2008	Supervisor coached the agent at that time to slow down and give the TTY user a little more time. Agent apologized to customer before continuing to process call. Customer was happy with the apology
3	5/28/2008	Customer requested a follow up on the garbling issues and why she isn't able to read relay text after relay has disabled the turbo-code and slowed typing down. Complaint came in on 5/27/08. No actual date given for problem, said it happens all the time. Requests that a tech call her to see what can be done.	5/28/2008	Customer Service attempted to contact customer but received a fast busy. If customer should call back, she should be transferred to Customer Service for immediate assistance.
4	5/21/2008	Dialing/Setup - Call Waiting	5/21/2008	Advised customer of proper programming of Call Waiting block for successful outbound captioned calling.
5	5/19/2008	Illinois TTY customer is unable to receive incoming calls through the relay service. Customer states her hearing friends call her and relay operator informs them there is a high pitched screeching tone that answers and they are unable to connect with the TTY customer. Relay Customer Service apologized for the problem and entered a trouble ticket. Follow up is requested.	5/19/2008	Called the customer on 5/27 at 5:10 PM, 5/30 at 9:30 AM and 5/30 at 10:30 AM and no answer. Case is closed.
6	5/15/2008	Agent kept asking for number calling to . when customer typed it twice. When asked for supervisor, agent disconnected. Complaint came in at 1909 hr on 5/14/08. Forwarded to correct center. No follow-up requested.	5/15/2008	Agent knows not to disconnect customers. Customer did not request follow up.
7	5/12/2008	Customer asked operator for a number in the frequently dialed list and operator hung on caller. Customer was not sure of agent's number.	5/12/2008	Team Leader went over this complaint with this agent. He did not remember the call. The Team Leader coached the agent on the proper way to bring up the frequently dialed list and about following customer instructions. Agent apologized for inconvenience.
8	5/12/2008	Outbound voice (with inbound permission) asked for supervisor. Outbound said agent typed "GA" to the TTY user before she was done. Agent said there was more than 3 seconds of silence, leading her to type the "GA".	5/12/2008	Team Leader suggested waiting just a few seconds more if the voice person always says the "GA". Agent did nothing wrong, but customer was unhappy with agent. Agent apologized for inconvenience.
9	5/10/2008	When agent doesn't understand me, she questions "Why didn't you say that?" or "why did you say that?"	5/10/2008	Agent understands that she should follow customer's requests Customer did not request call back.

10	5/9/2008	The customer thinks that Sprint is in a conspiracy against her because the name was changed from IRC to Illinois Relay Center without asking her permission. She thinks we also changed her service from AT&T to Sprint and wants to go back to AT& T. Supervisor could not make her understand that nothing had changed but the name, she kept saying "Illinois Relay Center" was playing with her and she wants "IRC" back. She wants an account manager to call her. Forwarded to account manager for follow -up Complaint taken at 10:00 am on 5/6/08	5/9/2008	Called the customer and left 3 messages with my phone number for customer to call back. Customer did not return the calls. Case is closed.
11	4/8/2008	Customer had issues with TTY printing conversation. Was NOT mad at relay. Just had some technical questions. Due to technical issues, relay was unable to transfer to customer service at the time. The customer wants a follow-up by mail on how to correct the problems with her TTY printer. Complaint came in on 4/7/08 at 1648 hrs	4/8/2008	Forwarded to customer service. Customer Service contacted customer and provided TTY contact information.
12	4/7/2008	Reached an answering machine, asked to redial to leave a message and was hung up on, received no response from the operator. Apologized to the customer and informed her the customer contact would be forwarded to the agent's center.	4/7/2008	Agent did not remember this call, but understands that we do not disconnect calls.
13	3/30/2008	VCO customer said the agent dialed the wrong number and did not follow her instructions to not type the answering machine message. Apologized to the customer and told him I would follow up with the agent. No follow up requested.	3/30/2008	Coached agent on being careful to get numbers carefully and to read and follow customer instructions to the "T".
14	3/15/2008	On 3/14/08 at 10:38 PM, customer thinks he got cut off while talking to his friend. Does not know if relay hung up or was a problem with our "machine". Would like someone to check into it and get back with him whether it was the agent or the equipment. Call disconnected in the middle. Complaint forwarded to correct center. Customer would like follow-up at his email address.	3/15/2008	Team Leader spoke with agent and she does not remember this call but said she would never unequivocally, categorically hang up on anybody. Follow-up sent to customer per request to customer email.
15	2/19/2008	Typed sorry for the inconvenience 2 times, did not follow notes to not type recording or answering machine.	2/19/2008	Agent made error with customer notes. Understands importance of following customer instructions.
16	2/17/2008	VCO customer said she gave clear instructions to the agent to only let the number ring 5 times and the agent continued to let the number ring longer. I apologized and told her we would follow up with the agent. No follow up requested.	2/17/2008	I spoke to this agent regarding this call and she said she did let the phone ring 5 times as per requested by the customer and that the customer had hung up immediately after that.
17	2/16/2008	Operator not looking at the notes! Customer does not want messages typed out. Have supervisors remind agents to check notes. Complaint came in 2/16/08 at 10 am Forwarded to correct center. Follow-up requested.	2/28/2008	Customer's notes read do not type recording and hold for live person. The number was answered by an answering machine stating that the business was closed and there was no live person option. The operator indicated that when he typed the business closed info he thought he was supporting the caller with important info, but the caller became upset. When the operator attempted to explain the caller hung up. The operator was advised to alert a supervisor when a customer indicates that they are not happy with the service offered. Supervisor discussed other options of explaining. Attempted to reach customer without success, left message on machine that follow up action was completed with operator.
18	2/16/2008	Operator did not look at the notes! Customer does not want messages typed out. Have supervisors remind operators to check notes. Complaint came in at 10 am on 2/16/08 Forwarded to correct center. Follow-up requested.	2/16/2008	Operator was coached to always read customer notes and the importance of taking time to read and understand them as it's important in providing quality service. Operator states she understands completely and will read notes from now on. Customer will be contacted for follow up. Unable to make follow up contact with customer after 4 attempts.

19	2/14/2008	An IL VCO customer called to complain that agent could not hear her and that the agent kept interrupting the call saying to speak directly to caller and that agent was not part of conversation. Apologized for the inconvenience. Customer did not request follow up.	2/14/2008	Agent coached on importance of remaining professional and appropriate phrases to educate the caller about the agent's role. No customer follow up requested.
20	2/13/2008	TTY customer cannot receive a relay call. Apologized for the problem and opened a trouble ticket. Follow up required for problem resolution.	2/13/2008	Called the customer and she stated they needed a new TTY and now it is working well. She thanked me for following up with her.
21	2/6/2008	TTY customer was billed via Sprint for long distance calls	2/12/2008	Credited customer's account.
22	2/4/2008	Customer reaching busy signal every time calls is made via IL Relay for past week. Number can be dialed successfully from regular phone. (apologized for problem, placed test call from Relay Customer Service and call went through without a problem, advised a trouble ticket would be opened.) Customer requests contact.	2/6/2008	Spoke with customer and he said his relay calls are working well. Thanked me for following up on this.
23	1/30/2008	IL Voice caller complains her husband gets disconnected using TTY when receiving relay calls. Customer using digital telephone service from home and TTY is saying ASCII. Apologized, explained regarding ASCII and answer types. Performed test calls which would not connect. Encouraged customer to check with manufacturer of TTY about settings and her telephone provider. Entered a trouble ticket. Customer wants contact with resolution of problem.	1/30/2008	Left messages for customer to call back on 3/19 and 3/31. Left another message for customer to call back. Left 3 messages and have not heard back from her. Case is closed.
24	1/29/2008	TTY customer unable to complete call to medical office via Illinois Relay. Operator hears busy signal each time she calls. The number can be dialed directly from regular phone without a problem. (advised a trouble ticket would be entered, apologized for any inconvenience). Customer requests contact	2/6/2008	Spoke with customer and he stated all is working fine. Thanked me for following up on this.
25	1/24/2008	Agent hung up on her as she was giving instructions. Forwarded complaint on to team leader for proper disconnect procedures and waiting for customer instructions.	1/24/2008	Team leader met with this agent. Agent said that the message was extremely garbled with only "y"s. Agent could not read screen at all and was told by supervisor to apologize to customer and disconnect the call due to garbling issues and unable to read text. This is a technical issue and non-agent error.
26	1/16/2008	Service - General	1/16/2008	Customer reported a specific call where captions were not present at the start of the call. Customer Service Representative apologized for this incidence* and followed up with the Call Center. CA accepted fault and proper disciplinary action was taken.
27	1/16/2008	IL Voice customer is unable to connect to his mother who uses TTY through IL Relay. When his mother answers the phone he hears a beep and then the line disconnects. RCS apologized for the problem and entered in a trouble ticket. Follow up is requested.	1/16/2008	Spoke with customer and he stated it was a problem, but has not called his mother since 3 weeks ago. He will contact customer service to report problems, if any, the next time he calls her. Called the number several times and got a recording that the number dialed is not correct each time. The customer told me when I spoke with him on March 17 that he would contact me if any problems. Case is closed.
28	1/16/2008	Service - General	1/16/2008	Customer reported a specific call where captions were not present at the start of the call. Customer Service Representative apologized for this incidence, and followed up with the Call Center. CA accepted fault and proper disciplinary action was taken.

29	1/14/2008	Customer states that the agent was rude to them on a relay call. The customer asked the agent to repeat, and the agent told the voice customer, "you should know how to do a relay call since you said yes I have received a relay call before." The customer then asked for a new relay agent and the customer was told, "you can't do that" and was told by the agent to "leave me alone. - Thanked customer for letting us know about the incident. Assured the customer that this will be forwarded to the appropriate supervisor for follow-up. No follow-up to the customer requested.	1/14/2008	Complaint was forwarded on to agents supervisor for coaching about patience, following customer instructions, and not arguing with the customer. Since it was a TTY to Voice call, the agent could not get a supervisor, however she could have been more polite during the process. This agent was not working at the time of the complaint. She was on bereavement leave and was not scheduled that day. No action taken.
30	1/14/2008	Accuracy of captions	1/16/2008	Customer shared feedback regarding accuracy of captions stating some voice recognition errors can be 'amusing.' Customer Service Representative thanked customer for the feedback and informed them that information was shared with appropriate captioning service staff for follow up. Suggested customer document the date, time, CA # for more specific follow up.
31	1/8/2008	Says the person hung up on her.	1/8/2008	This agent did not work during the time [assuming during the time of the reported contact]of the alleged incidents. No follow up taken.
32	1/8/2008	Agent not listening to customer. Hung up many times. Holding, would not disconnect.	1/8/2008	Complaint forwarded to agents supervisor for follow-up on following customer instructions and paying attention to the screen. Supervisor spoke with this agent about following customer's instructions. Agent did not remember call but apologized if she caused any inconvenience.
33	1/3/2008	Customer stated that the agent did not keep them informed. The phone rang two times and then there was nothing. The caller asked if the operator was still there and the operator did not respond. The caller then asked for a supervisor and the operator did not respond. The caller finally disconnected after not getting any response from the operator. - Thanked customer for letting us know and informed her that we would forward this to the appropriate supervisor. Customer would like follow-up via e-mail.	1/3/2008	Complaint was forwarded on to agent's team leader for follow-up Requests follow-up email after coaching agent. Team Leader spoke with this agent. Agent did not remember the call but assured supervisor that whenever a supervisor is requested, she would definitely get one for the caller. This is a very reliable agent and since the caller said there was no response, it is believed that this could have been a technical issue. Agent did apologize if any inconvenience was caused. Team Leader emailed the customer in regards to the action taken. Emailed customer on 1/10/08.
34	12/28/2007	After the completion of her call at approximately 905am, the TTY customer wanted to file an complaint against agent for not keeping the customer informed. Customer stated that she does not being left hanging not knowing the process of the call. There was lengthy silence between the "GA" and during the time CA is typing the voice person's message. Apologized for the inconvenience and assured that this contact will be forwarded to agent's direct supervisor. No follow up needed.	12/28/2007	Agent is aware of keeping the customer informed. No customer follow up requested.
35	12/26/2007	Billing - General	12/26/2007	Discussed billing and took appropriate action.
36	12/17/2007	Disconnect/Reconnect during calls	12/17/2007	Sent customer information explaining the difference between a CapTel and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent mail with tips to reduce their occurrence.

37	12/7/2007	Reached answering machine on 1st dial out. Customer gave agent a 2nd number to dial and agent hung on customer. Didn't dial out. Complaint was filed on 12/3/07 at 7:44 pm. Forwarded on to correct center for follow-up.	12/7/2007	Team Leader met with CA and told them to pay close attention to the screen. CA was coached.
38	12/7/2007	Customer repeated number many times and operator said the number was invalid each time. When dialing the number with a new operator, the number was valid and went through on 1st dial out. Complaint was filed on 12/6/07 at 8:01 pm. Forwarded on to correct center for follow-up with agent.	12/7/2007	Agent doesn't remember this call. However, spoke to the agent regarding this. Reminded the agent to make sure and keep the customer informed of everything that is occurring. It is not known whether the computer system was not allowing the call to go through or if a recording was reached. No follow-up requested.
39	12/7/2007	Voice customer cannot connect with mother, TTY user, via IL Relay service. (supervisor assisted caller, advised trouble ticket would be entered) Customer requests contact asap.	1/11/2008	Spoke with the mother and she stated that her son has been able to get through relay to her and that all was working fine.
40	12/5/2007	IL VCO very frustrated as she can not receive incoming calls through relay. Performed test call successfully, discussed equipment may need serviced and let customer know I would inform Relay Program Manager of the issue. Customer does want contact from Program Manager.	12/5/2007	Spoke with customer and she stated she figured out how to answer her calls and all has been working well. Thanked me for following up with her.
41	12/4/2007	An IL VCO customer called to complain that her number is not showing up to agents. She always has to give her number before they process her call. Apologized for inconvenience. Another rep opened a TT 5353154 on 11/15, but this trouble persists. Opened new TT 54165345. Follow-up requested.	12/4/2007	Called the customer and she stated that all was working well as she got a new TTY. She thanked me for calling her back.
42	11/29/2007	Customer stated that the CA interrupted the caller while they were still typing. The CA dialed the number while the customer was still giving instructions. - Supervisor apologized to the customer and informed them that this would be sent to the appropriate supervisor. No follow-up requested.	11/29/2007	Agent was coached on proper agent protocol.
43	11/28/2007	Customer having problem receiving calls from relay. Apologized for the problem and opened trouble ticket. Follow-up required for problem resolution.	11/28/2007	Added Customer Contact phone number 11/28/07. Spoke with the mother and she stated that her relay calls are working fine. She thanked me for following up with her.
44	11/28/2007	Customer states when she receives relay calls the message is totally garbled. She can never get the operator number as it is also garbled. Also she sometimes gets slow typing and then the call disconnects. Also the agent tells her they cannot switch her calls to VCO. Apologized turned in a trouble ticket.	1/17/2008	Called on 12/7/07 at 1:25 PM and 12/7/07 at 1:40 PM - it was busy both times. Tried again at 3:25 PM on 1/17/08 and no answer. Case is closed.
45	11/27/2007	Unable to reach Mother at phone number provided. Getting a high pitched sound like a fax machine. Customer stated the phone is set up to receive call. Contact the customer and not the mother at this time. Apologized to customer for her difficulty. Would follow up with tech to find out what's going on. Trouble ticket to follow complaint. Customer wished me a pleasant holiday at end, but was very disappointed in our service.	11/27/2007	Trouble ticket forwarded to technician. Tech called the customer, received recording: "Call cannot be completed as dialed. Please check the number and try your call again." No further action possible.

46	11/27/2007	An IL TTY customer says she keeps getting billed by Sprint every two or three months, even though her customer notes are set up to bill AT&T. Apologized for inconvenience. Offered to credit for mischarges. Opened trouble ticket. Follow-up requested.	11/27/2007	Her account was credited for all of the Sprint calls.
47	11/27/2007	An IL voice customer called to complain that for about a month, when she calls her TTY niece through relay, she cannot get through. The relay tells her the message is garbled, then the line disconnects. The niece doesn't have a problem when calling her aunt. Apologized for inconvenience. Made a test call with and without relay (call disconnected with relay). Opened a trouble ticket. Follow-up requested.	11/27/2007	Called on 12/7/2007, 1/17/2008 and 2/6/2008 - no one answered and they do not have an answering machine. Case is closed.
48	11/22/2007	CA wouldn't answer me twice. Twice he hung up on me. I gave him the number for the pharmacy then I waited and waited and I said "Hello" then hung up.	11/22/2007	The agent does not remember this particular call. However, proper disconnect procedures were reviewed with this agent. The agent understands the importance of staying focused and responding to every customer.
49	11/15/2007	IL VCO customer states she is asked for her calling from number every time she calls into a relay operator. She states this has happened for approximately the past 2 weeks. RCS apologized to customer and informed her we would enter in a Trouble Ticket. Customer did not request a follow up.	11/15/2007	Spoke with the customer and she said all was working fine as she got a new TTY. She thanked me for calling her back.
50	11/14/2007	TTY customer reports Relay operator was unable to out dial without additional information. Customer's "calling from" number was not populating. Apologized. A trouble ticket was opened. Follow up requested.	11/14/2007	I left a message on 3/17/08, 3/18/08 and 3/19/08 for customer to call back. Today I heard from the customer and she stated that her relay calls are working fine.
51	11/9/2007	Customer notes said to not type recordings/messages unless asked to do so. Agent typed out answering machine without customer's instructions.	11/9/2007	Team Leader coached agent on following customer instructions
52	11/9/2007	Agent didn't answer the TTY user when they spoke to them and hung up on customer. Complaint filed on 11/5/07 at 7:17 pm. No follow-up requested.	11/9/2007	Supervisor spoke to the agent regarding this complaint. The agent does not remember the call. The supervisor reviewed the importance of focusing on calls and responding to customers in a timely manner. The agent understands.
53	11/2/2007	An IL VCO customer called to complain that she has had trouble receiving calls from people through relay. This has been going on since she moved, about a week and a half. Apologized for inconvenience. Made a test call and the line disconnected, then was busy. Called directly through TTY and had no trouble. Opened a trouble ticket. Follow-up requested.	11/2/2007	The technician contacted the customer and made test calls. All worked smoothly and the customer thanked him for working with her to resolve this.
54	10/29/2007	IL VCO is not able to connect with relay but gets screeching noise. Apologized, provided equipment #'s to call, and submitted trouble ticket for technicians to investigate. Customer did not request contact.	10/29/2007	Spoke with customer and she figured out how to answer her calls and all is going well. She thanked me for following up with her